

Claim for Loss or Damage - Household Goods/Hold Baggage Shipment

Following this checklist will greatly simplify the claim turn-in process. If you have more than one claim, you must keep the documents separate and submit the following for each shipment
(Check each box to ensure your claim is complete)

- | | | <input checked="" type="checkbox"/> Check Off |
|---|---|---|
| 1. <i>DD Form 1842 and DD Form 1844</i> Attached at end of this package. | → | <div style="border: 1px solid black; width: 50px; height: 30px; margin: 0 auto;"></div> |
| 2. <i>PCS Orders and any amendments</i> | → | <div style="border: 1px solid black; width: 50px; height: 30px; margin: 0 auto;"></div> |
| 3. <i>Government Bill of Lading (GBL)</i> . Given to you at the time of delivery. If you do not have a copy, you may get one at TMO, Bldg 529 (Across from the Post Office next to the Univ. of Maryland office), Phone Number 225-9724. The GBL number is listed on your DD Form 1840 (pink form). If no GBL number is listed, you may not need one to turn in your claim. | → | <div style="border: 1px solid black; width: 50px; height: 30px; margin: 0 auto;"></div> |
| 4. <i>Pick-up Inventories</i> Given to you by the carrier at pickup. | → | <div style="border: 1px solid black; width: 50px; height: 30px; margin: 0 auto;"></div> |
| 5. <i>DD Form 1840 or 1840/R</i> (pink form). Provided by the carrier at delivery. | → | <div style="border: 1px solid black; width: 50px; height: 30px; margin: 0 auto;"></div> |
| 6. <i>Estimates of Repair</i> . Repair estimates should be signed and dated by the repairman. The estimate should thoroughly explain the nature of the damage, if it can be repaired, and the amount for both materials and labor. | → | <div style="border: 1px solid black; width: 50px; height: 30px; margin: 0 auto;"></div> |
| 7. <i>Replacement Cost Substantiation</i> must be provided for items with a replacement cost of over \$50.00 . The substantiation may be provided from the following sources: | → | <div style="border: 1px solid black; width: 50px; height: 30px; margin: 0 auto;"></div> |

-A price quote from a store, signed and dated by a store representative, with the make and model listed of the item.

-A catalog picture, with the name of the catalog, the date of the catalog, and a page number where the item is found. (The Family Support Center has numerous catalogs and so does our office for your use.)

-Newspaper or Magazine Advertisement, with the name and date of the publication and a copy of the advertisement.

-Receipts, canceled checks, appraisals, photographs, or other evidence to substantiate the value of the item.

CLAIMS TURN-IN

Claims are accepted as follows:

MONDAY and TUESDAY (Except Holidays). By appointment only.

WEDNESDAY between 0800-1000. Walk in service is restricted to 5 items or less.

CLAIMS FILING DEADLINE

You must submit your claim to us in writing within **2 years** from the date your shipment was delivered or you were notified the shipment was lost or destroyed. **If a claim appears to be fraudulent, it may be denied or turned over to the law enforcement officials for investigation.**

PRIVATE INSURANCE

If you have private insurance which covers shipping damage, you must file with your insurance company first. After settlement, you have the option to file a claim with this office. If you chose to, please submit a copy of your insurance coverage payment with your claim. The government will then determine if an additional payment is due. **(USAA and Armed Forces Co-op** generally cover missing and water damaged items.)

INSPECTIONS AND SALVAGE

1. **Keep all damaged items until after your claim is settled.** The carrier has 60 days from the delivery of the shipment, or dispatch of the DD Form 1840R, whichever is later, to inspect the damage. **If you are paid the actual value of any item, it becomes the property of the government or the carrier.** The claims office will be able to instruct you on whether or not you are able to dispose of an item

2. **If you do not keep an item for inspection, you may not be paid for it.** There may be a partial or full deduction.

Exception: An item which may pose a safety or health hazard may be disposed of (moldy mattress, broken glass etc); however, you **must** consult the claims office for permission and a memo be made annotating authorization was given to dispose of the item without repair or inspection.

3. **If an item is repaired before an inspection,** and there is no way to verify whether the damage was shipment related, you may not be paid for the item.

4. **Salvage.** If you are paid the actual value (depreciated replacement cost) or an item it will belong to either the government or the carrier. However, **if you want to keep the item instead of turning it in, you should let the claims office know when you file your claim.** A salvage deduction may be taken from your payment which will allow you to keep the item. The salvage deduction will depend on the type of item and its condition.

5. **Carrier Salvage.** If the carrier pays the government for the item, the carrier has salvage rights. The carrier must pick up the item at your residence or other mutually agreeable location within 45 days after your claim is paid by the government. Again, you must cooperate with the carrier, or you may have to return the payment you received.

Salvage Turn-In Procedure

Your settlement letter will inform you of what items are required for turn-in. The indicated salvage items must be taken to Bldg 4145, Mon-Fri, between 0730-1130. You will receive a DD Form 1348-1 for each item to be turned in. This form must accompany the item to DRMO. You must return a signed copy of the DD Form 1348-1 to the claims office within 30 days from the date of the settlement letter. If you cannot make arrangements to turn in the item, please call our office for assistance.

REPAIR ESTIMATES

1. **Estimate fees.** Repair firms may charge you for an estimate. If the estimate fee is not included in the total cost of repairs or is not deductible when the work is accomplished, then you may claim the fee as a separate line item.

2. **When an estimate is necessary:**

a. **Furniture:** For all damaged furniture including upholstery. If the item is particle board (pressed wood) it may not be repairable. For extensive furniture damage, please call our office to set up an inspection.

b. **Electronics:** For any type of damage.

Internal: When there is alleged internal damage, you must submit an estimate sufficiently detailed to convince the claims office that the item was damaged in shipment. The sensitive electronic components in these items can fail for many different reasons including age, normal wear and tear, handling and use by the owner before and after shipment, temperature and climate fluctuations, and deterioration or poor quality of circuit boards and other parts. Because of these other possible causes, the mere fact that an electronic item worked before a move and did not work afterwards is not usually sufficient to establish that it was damaged in shipment. **The repairman must state the damage was caused by shipment and specify how and why.**

External: If an item has external damage, the repairman must state how much it costs to repair the item and what is the suspected cause of damage. If the item has extensive external damage and appears beyond repair the claims office may be able to conclude so with an inspection.

c. When there are questions whether the **item is damaged beyond repair**

d. When **requested by the claims office** to properly assess the value, nature and extent of damage.

The estimate should list the costs for material, labor, tax, pickup and delivery charges separately. The estimate should be detailed as to the type of damage being claimed and the location of the damage on the item. The estimate should only include new damage. To assist you in obtaining a useful repair estimate for electrical or electronic items, attached is a form which shows the repair firm what information it must provide.

DEPRECIATION

1. There are many misconceptions about depreciation Many claimants think that depreciation is unfair and that they should be paid replacement cost instead. There are two sides to every issue. Claims must be adjudicated in accordance with the applicable statutes and regulations.

2. The rule is that you are paid the actual value of an item at the time of its loss It would not make sense for the government to pay you more than an item was worth when it was lost or destroyed beyond repair.

For Example: If you owned a ten year old T.V., the government should not pay for a brand new T.V. Although your TV may have been working, it was still a used TV. The government is only permitted to pay you for the actual value of your used item. You can then use the money to buy a similar used item, or, you can apply the money toward the cost of a new item.

Our goal is to put you in the same position you were in prior to shipment, not better and not worse.

3. How is the actual value determined? The actual value of an item is the current replacement cost minus depreciation, if any. Current replacement cost is determined by inflation and local availability - how much it costs to replace the item today.

4. How is depreciation determined? Items which do not decrease in value over time are not depreciated (precious metals or gems, solid wood furniture, fine china.) Depreciation rates are determined by the Allowance List and Depreciation Guide. This guide is comparable to guides used by insurance companies in the civilian sector.

5. Full replacement coverage may be available through private insurance Check with TMO or your own insurer about whether this type of coverage is available for your particular situation or move.

LIST OF REPAIR SHOPS

(Current as of September 1996)

This list has been compiled for your convenience. You are welcome to utilize any other reputable repair/replacement firms. We are not endorsing the below listed firms nor are we responsible for their actions/work. Some firms due charge estimate fees.

Ohm Electric Co. (Mr. Muranaka)
1-32-10 Ominami
Musashi-Murayama-shi, Tokyo, Japan
Tel: 0425-67-0211

Appliance Repair
Major Appliance - Washers,
Dryers, Etc.

Mr. Felix Palino
Tel: 225-5867

Air Conditioner Repair

KEISHO CO, LTD
2302 Fussa, Fussa-Shi
Tokyo, Japan 197
Tel: 0425-53-2111

Automotive/Motorcycle
Repair/Painting
(YAB Between Gate 2 and 3)

AAFES BX Garage
Building 1293,
Yokota AB, Japan
Tel: 225-8543

Automotive Repair/Painting

Yanagawa Garage
2169 Fussa, Fussa-Shi, Tokyo, Japan 197
Tel: 0425-51-4466

Automotive Repair
(Just outside supply gate)

Nakamura Bicycle Shop
Fussa-shi, Fussa 2049
Tel: 0425-51-0773

Bicycle Repair
(Front of Fussa Gate to the right)

S & R Technologies
Yokota AB Japan
Tel: 227-2649

Computer Repair

Kelly B. Anderson
Yokota AB Japan
Tel: 227-6579 - 225-6360

Computer Repair

PC DOCTOR
Yokota AB, Japan
Tel: 227-5368

Computer Repair

Ebihara Furniture Repair
696 Fussa, Fussa-Shi, Japan
Tel: 0425-53-0024

Furniture/Wood Repair

Mr. John Abbott
Yokota AB Japan
Tel: 227-5857

Furniture/Wood Repair

Miyamoto Kagu Soshoku
Hamura Machi, Hamura-Shi, Hane-Kami
4-19-32, Tokyo, Japan
Tel: 0425-54-0030

Upholstering

Koyo
Omishi, 2-270 Nogami
Tel: 0428-24-7111

Upholstery and Carpet Cleaning

Utsugi Glass Shop
780 Fussa-Shi, Fussa, Japan 197
Tel: 0425-51-0812

Glass (cut) Fish Tanks,
Glass Tops for End Tables,
(Near McDonalds and the Fussa Train Station)

Skills Development Center
Building 344
Yokota AB Japan
Tel: 225-7830

Picture Frame Department
Ceramics
Wood Shop

AAFES Electronic Repair Shop
Building 416, YAB
Tel: 225-8384

Stereo, TV, Microwave,
Vacuum Cleaner, Etc.
(Across from Audio/Photo Center)

AAFES Audio/Photo Center
Building 542, YAB
Tel: 225-5116

Stereo, TV, Cameras

Yamaha Music Nishi-Tokyo
Nishitama Service Center
Yamamota Bldg
1708 Fussa-Shi, Kumagawa
Tel: 53-5332

Piano Repair

Miscellaneous Repair Firms In the States

Lladro Collector's Society
Tel: 1-800-634-9088
(0800-1900) EST

Damaged Lladros

Broken Heart Restoration
1841 W. Chicago Avenue
Chicago, IL 60622
Tel: (312) 226-8200

Porcelain, Pottery, and Ceramics

Old World Restorations, Inc
347 Stanley Avenue
Cincinnati OH 45226-2100
Tel: (513) 321-1911

Paintings, Frames, Porcelain, Glass
Crystal Figurines

Helpful Numbers for Manufacturer Assistance

A.T. Cross Co.	1-800-282-7677
Amercian Harvest	1-800-288-4545
Armitron Corp	1-800-937-0050
AT&T Consumer Products	1-800-222-3111
Bassett & Products America (Hardware)	1-800-772-1041
Bissell Inc	1-800-237-7691
Black and Decker (TJS) Inc	1-800-457-0024
Body by Jake (Exercise)	1-800-545-1122
Bogen Photocorp	1-201-818-9500
Braun, Inc	1-800-272-8622
Brother International Corp	1-800-284-4357
Broyhill	1-800-327-6944
Bunn-O-Matic	1-800-637-2866
Bush Industries	1-800-950-4782
Canon USA Inc	1-800-828-4040
Casio Inc	1-800-962-2746
Century Products Inc	1-800-837-7111
Clairol Inc	1-800-843-3876
Container Stores (Skandia Fun)	1-800-733-3535
Corning Vitro	1-800-999-3464
Cosco Home Products	1-800-544-1108
Cuisinarts Corp	1-800-726-0190
Dazey Corporation	1-800-255-6120
Diversfield Products Corp	1-800-633-5730
Eastman Kodak Company	1-800-242-2424
Emerson Radio Corp	1-800-695-0095
Evenflo Furniture	1-800-837-9201
Fisher Price	1-800-432-5437
Fuji Photo Camera	1-800-676-3854
General Electric Company	1-800-626-2000
Gerber Products Co	1-800-257-1062
Gerry Baby Products	1-800-525-2472
Gerry Wood Products	1-800-525-2492
Graco Childrens Products	1-800-345-4109
Gran Prix Electronics	1-800-800-7749
GE/Thomson Consumer Electrics (RCA)	1-800-225-2331
Hamilton Beach/Proctor Silex	1-800-851-8900
Health-O-Meter	1-800-638-3722

Huffy Sporting Goods Div	1-800-558-5234
Huffy Bike Parts	1-800-872-2453
Kitchen Aid	1-800-422-1230
Krups Espresso Machines	1-800-543-7549
Legacy	1-800-791-1131
Mr. Coffee Inc	1-800-321-0370
National Presto Inc	1-800-877-0441
Nikon Inc	1-800-645-6687
Nintendo of Amerca	1-800-633-3239
North States Industries	1-800-328-4827
O'Sullivan Industries Inc	1-800-327-9482
Olympus America	1-800-622-6372
Panasonic	1-800-922-0028
Pentax Corp	1-800-877-0155
Pfaltzgraff	1-800-999-2811
Pioneer	1-800-228-7221
Powell Co	1-800-622-4456
Pulsar Time	1-800-526-5293
Rainbow Mountain Inc	1-800-253-5410
RBI Corp (Murray Lawnmower)	1-800-888-7149
Remington Products Co	1-800-776-6364
Roadmaster Parts	1-800-251-0025
Rosalco	1-800-284-5600
Royal Appliance Manuf CO	1-800-321-1134
Salton/Maxim Housewares Inc	1-800-233-9054
Samsonite Furniture	1-800-527-6278
Sauder Woodworking	1-800-523-3987
Sealy Posturepedic/.	
Sterns & Foster	1-301-223-9700
Sears Parts and Products	1-800-473-7247
Seiko Instruments Inc	1-800-873-4508
Sharp Calculator and Laptops	1-800-732-8221
Sharp International Corp	1-800-992-9398
Smith Corona Corp	1-800-448-1018
Sony Corp (Headphones)	1-800-342-5721
Soundesign Corp	1-800-888-4491

Spalding Sports	1-800-225-6601
-----------------	----------------

374 AW/JAD

Spartus Corp	1-800-765-1500
Sunbeam Oster Hshold Prod	1-800-597-5978
Sunbeam Outdoor Products	1-800-641-2100
Tetledyne Water Pik	1-800-525-2774
The Coleman Co Inc	1-800-835-3278
The Eureka Co	1-800-282-2886
The Hoover Co	1-800-944-9200
The Regina Co	1-800-847-8336
Thermos Co	1-800-249-0745

225-9935

Timex Corporation	1-800-448-4639
Toastmaster Inc	1-800-947-3744
Victorinox Swiss Army Brans	1-800-243-4032
Vidal Sassoon Appliance Div	1-800-487-7273
Weber Stephen Products	1-800-446-1071
Weider Health and Fitness	1-800-423-5502
Windmere Products	1-800-327-3993

CLAIM FOR LOSS OF OR DAMAGE TO PERSONAL PROPERTY INCIDENT TO SERVICE			
PART I - TO BE COMPLETED BY CLAIMANT (See reverse side for Privacy Act Statement and Instructions.)			
1. NAME OF CLAIMANT (Last, First, Middle Initial)	2. BRANCH OF SERVICE	3. RANK OR GRADE	4. SOCIAL SECURITY NUMBER
5. HOME ADDRESS (Street, City, State and Zip Code)		6. CURRENT MILITARY DUTY ADDRESS (If applicable) (Street, City, State and Zip Code)	
7. HOME TELEPHONE NO. (Include area code)	8. DUTY TELEPHONE NO. (Include area code)	9. AMOUNT CLAIMED	
10. CIRCUMSTANCES OF LOSS OR DAMAGE (Explain in detail. Include date, place, and all relevant facts. Use additional sheets if necessary.) Pursuant to orders transferring me from _____, my Hold Baggage/Household Goods was/w packed and pick up by _____ at _____ on _____ My Government Bill of Lading (GBL) number is _____. I did/did not notify the carrier of the loss or dam to my shipment within 70 days through the use of the DD Form 1840/1840R. <div style="text-align: right; margin-right: 50px;">Received by 374 AW/JAD by _____</div> <div style="text-align: right; margin-right: 50px;">On _____</div> <div style="text-align: right; margin-right: 50px;">Claim # YAB _____ - _____</div>			
11. DID YOU HAVE PRIVATE INSURANCE COVERING YOUR PROPERTY? (E.g., say "Yes" on a shipment or quarters claim if you had transit, renter's or homeowner's insurance; say "Yes" on a vehicle claim if you had vehicle insurance. Attach a copy of your policy.)			YES
12. HAVE YOU MADE A CLAIM AGAINST YOUR PRIVATE INSURER? (If "Yes," attach a copy of your correspondence. If you have insurance covering your loss, you must submit a demand before you submit a claim against the Government.)			NO
13. HAS A CARRIER OR WAREHOUSE FIRM INVOLVED PAID YOU OR REPAIRED ANY OF YOUR PROPERTY? (If "Yes," attach a copy of your correspondence with the carrier or warehouse firm.)			
14. DID ANY OF THE CLAIMED ITEMS BELONG TO THE GOVERNMENT OR TO SOMEONE OTHER THAN YOU OR YOUR FAMILY MEMBER? (If "Yes," indicate this on your "List of Property and Claims Analysis Chart," DD Form 1844.)			
15. WERE ANY OF THE CLAIMED ITEMS ACQUIRED OR HELD FOR SALE, OR ACQUIRED OR USED IN A PRIVATE PROFESSION OR BUSINESS? (If "Yes," indicate this on your "List of Property and Claims Analysis Chart," DD Form 1844.)			
16. UNDER PENALTY OF LAW, I DECLARE THE FOLLOWING AS PART OF SUBMITTING MY CLAIM: If any missing items for which I am claiming are recovered, I will notify the office paying this claim. (For shipment claims.) Missing items were packed by the carrier; they were owned prior to shipment but not delivered at destination; after my property was packed, I/my agent checked all rooms in my dwelling to make sure nothing was left behind. I assign to the United States any right or interest I have against a carrier, insurer, or other person for the incident for which I am claiming; I authorize my insurance company to release information concerning my insurance coverage. I authorize the United States to withhold from my pay or accounts for any payments made to me by a carrier, insurer, or other person to the extent I am paid on this claim, and for any payment made on this claim in reliance on information which is determined to be incorrect or untrue. I have not made any other claim against the United States for the incident for which I am claiming. I understand that if any information I provide as part of my claim is false, I can be prosecuted.			
17. SIGNATURE OF CLAIMANT (or designated agent)			18. DATE SIGNED (MMDDYY)
PART II - CLAIMS APPROVAL (To be completed by Claims Office)			
19. PROCEDURE (X one)		20. AMOUNT AWARDED. The claim is cognizable and meritorious under 31 U.S.C. 3721; the claimant is a proper claimant; the property is reasonable and useful; the loss has been verified in accordance with applicable procedures as prescribed by the controlling departmental regulation; and the following award is substantiated:	
a. SMALL CLAIMS			\$
b. REGULAR CLAIMS			
21. SIGNATURES (Signatures at a and c not required if small claims procedure is utilized)			
a. CLAIMS EXAMINER	b. DATE SIGNED (MMDDYY)	c. REVIEWING AUTHORITY	d. DATE SIGNED (MMDDYY)
e. TYPED NAME AND GRADE OF APPROVING AUTHORITY		f. SIGNATURE OF APPROVING AUTHORITY	g. DATE SIGNED (MMDDYY)

1. NAME OF CLAIMANT (Last, First, Middle Initial)				3. Pick-Up Date		LIST OF PROPERTY AND CLAIMS ANALYSIS CHART												
2. CLAIMANT'S INSURANCE COMPANY (If applicable)				4. Delivery Date		14. Origin Contractor		17. 2nd Contractor		21. Claims Number		22. Net WT Max Carrier Liability						
a. Name			b. Policy No.															
5. LINE NO	6. QTY	7. LOST OR DAMAGED ITEMS <small>(Describe the item fully, including brand name, model and size. List the nature and extent of damage. If missing, state "MISSING".)</small>		8. Inv No.	9. Original Cost	10. MM/YY Purchased	11. Amount Clmd Repair Cost	b. Or Replace- ment Cost	15. Inventory Date (MMDDYY)		18. Exception Sheet Date		23. GBL Number		24. Lot Number			
									16. Exceptions	19. Inv #	20. Exceptions	25. Amount Allowed	26. Adjudicator's Remarks	27. Item Wt	28. Ware- house Lbty	29. Carrier Lbty		
12. Remarks Yen Conversion Rate for _____ 19____ is \$1.00 = _____					13. Total Amount Claimed		\$				30. Total Amount Allowed		\$		31. Third Party Liability		\$	

